

APPENDIX VI-A

AS IS PROCEDURES MANUAL

DRAFT TABLE OF CONTENTS

MASTER SERVICES AGREEMENT

REGARDING

DIVISION OF FAMILY RESOURCES MODERNIZATION PROJECT

By and Between

THE STATE OF INDIANA,

ACTING ON BEHALF OF

THE FAMILY AND SOCIAL SERVICES ADMINISTRATION,

And

INTERNATIONAL BUSINESS MACHINES CORPORATION

APPENDIX VI-A

AS IS PROCEDURES MANUAL – DRAFT TABLE OF CONTENTS

TABLE OF CONTENTS

- I. Alerts*
- II. Applications*
 - A. Application Registration (New or Reapplication)
 - B. Application Processing
 - C. Add A Program
- III. Benefit Issuance*
 - A. Electronic Benefit Transfer (EBT) Cards for Food Stamps/TANF
 - B. Medicaid Cards
 - C. Spend Down (Entering Non-Claim Expenses)
 - D. Fiat
 - E. Auxiliary (Aux)
 - F. Under Issuance Claims
 - G. Scratchpad Error! Bookmark not defined.
- IV. Benefit Recovery*
- V. Budgeting Child Support Income*
- VI. Child Support Referrals*
- VII. Client Complaints*
- VIII. Client Scheduling*
- IX. Content of Case File*
- X. Continuing Case Processing*
 - A. Redeterminations
 - B. HHW Redeterminations
 - C. Changes
- XI. Hearings and Appeals*
- XII. Hoosier Healthwise (HHW) Enrollment Centers*

XIII. IMPACT Service

- A. Initial IMPACT participants should be scheduled for group sessions
- B. Needs Assessment and Support
- C. Complete WPRF
- D. Monitor Progress
- E. Non-Compliance
- F. Provider claim payment process
- G. Changes
- H. Update CLSC
- I. 24 Month extension requests

XIV. Mail Distribution

XV. Manual Notices

XVI. Medicaid Category Change (Clevidence v. Sullivan)

- A. Eligibility Loss Requirements
- B. Data Entry/Processing Tips

XVII. Medical Assignment Cooperation Requirements for Medicaid Recipients

XVIII. Medical Information for Medicaid Disability Applications

XIX. Quality Control (QC) Referrals

- A. Cases Selected for Review
- B. Responding to Error Referrals

XX. Random Moment Sample (RMS)

XXI. Record Retention

XXII. Referrals to Agencies

XXIII. State Forms

XXIV. State Programs

- A. HCI (Health Care for the Indigent)
- B. Burial
- C. RCAP (Residential Care Assistance Program-ARCH/RBA)
- D. CSHCS (Children with Special Health Care Services)

XXV. Supervisory Functions

- A. Second Party Reviews (SPR)
- B. Fiat
- C. Auxiliary (Aux)
- D. Under Issuances
- E. Duplicate RIDS
- F. Demographic Corrections
- G. Troubleshooting
- H. Caseload Management
- I. Personnel Issues
- J. Meetings
- K. Special Assignments

XXVI. Transferring of Intra-County and Inter-County Applications and Cases

- A. Transfer Preparation Work
- B. Inter-County Transfer – Open AG
- C. Inter-County Transfer – Application
- D. Intra-County Transfer – Open AG
- E. Intra-County Transfer – Application

Appendices

Appendix 1	AEMDT Completion
Appendix 2	Alerts – Supervisor
Appendix 3	Alerts – Caseworker
Appendix 4	Benefit Recovery
Appendix 5	Client Scheduling
Appendix 6	Demographic Corrections (AEOFX)
Appendix 7	Duplicate RIDS
Appendix 8	Fiats
Appendix 9	Glossary of DFR Terms
Appendix 10	Hearings Appeals
Appendix 11	HHW Redetermination Forms
Appendix 12	ICES Policy Manual Cross Reference
Appendix 13	IMPACT “Client Assessment”
Appendix 14	Manual Notices
Appendix 15	Medical Assignment Cooperation Requirements for Medicaid Recipients
Appendix 16	Medical Review Team (MRT) - Accelerated Reviews
Appendix 17	Medicaid Medical Review Team - Guidelines for Contact
Appendix 18	Obtaining Medical Information on Medicaid Disability Applications
Appendix 19	RANDOM MOMENT SAMPLE
Appendix 20	RCAP (Residential Care Assistance Program-ARCH/RBA)
Appendix 21	Spend-Down Worksheet
Appendix 22	State Forms
Appendix 23	Useful Websites

* * * * *

[Remainder of this page intentionally left blank]